

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

STAFF SERVICES MANAGER II

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Staff Services Manager II level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Administrative Services
POSITION : Staff Services Manager II
LOCATION : Sacramento
SALARY : \$5576 - \$6727
FINAL FILING DATE : July 13, 2012

This position (s) may be subject to allocation approval by the Human Resources Branch.

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief, Departmental Training Branch (DTB), the Training Programs Manager (Staff Services Manager II) plans, supervises, organizes, and directs the activities of training teams responsible for the development and delivery of training programs in the areas of driver license, vehicle registration, and staff development.

MAJOR DUTIES OF THIS POSITION INCLUDE

- Oversees the development and evaluation of new and existing training programs including training schedule, curriculum development, and classroom and Distance Learning trainings.
- Directs staff responsible for conducting studies and surveys to evaluate training needs, identifying individual development objectives, and developing training or educational programs to meet these objectives.
- Oversees the evaluation of instructor performance, providing recommendation for improvement.
- Through subordinate managers, prioritizes and oversees workloads, conducts staff development and performance evaluations, and participates in the hiring and selection process.
- Directly supervises on a day-to-day basis, three Training Officers II and one Associate Information Systems Analyst, and is indirectly responsible for professional staff in the training teams.
- Plans, directs, supervises, and coordinates the activities of staff within the Department of Motor Vehicles Automation (DMVA)/Enterprise Application Services Environment (EASE) Automated Support Unit.
- Plans and implements new automated training systems, training equipment, hardware, printers, software, and training records related to the Driver Licensing and Vehicle Registration training programs.
- Oversees the design, development, and maintenance of automated training systems utilized within the DTB for planning, budgeting and controlling, and department-wide training functions.
- Directs and coordinates the supportive services for approximately 12 training sites statewide.
- Oversees the maintenance of training sites, training equipment, audio/visual equipment, and furnishing.
- Provides consultation to executive and management staff in resolving training issues.
- Advises executive and management staff on policies, procedures, and best practices relating to training, organizational performance, and the development of staff.
- Advises and makes recommendations to the Chief, DTB on the impact or potential impact of legislative bills, laws, regulations, and policies on the training programs.
- Acts as Chief, DTB, in his/her absence; makes recommendations for the establishment and improvement of unit procedures and organization.
- Presents critical issues to management.
- Participates in the selection of training contracts.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria. You must provide specific examples for each of the following in your Statement of Qualifications:

- Describe your ability to efficiently and effectively direct the development and delivery of all Driver License and Registration program training, and other technical training needs for the department.
- Describe your ability to establish and maintain cooperative working relationships with all levels of management and peers within and outside the department.
- Describe your ability to establish priorities; delegate assignments; and track progress to ensure training needs are delivered timely and accurately.
- Describe your ability to develop and evaluate alternatives; analyze data and present ideas and information effectively both verbally and in writing; and your ability to consult with and advise management and other interested parties on a variety of subject-matter areas.
- Describe your ability to make decisions.
- Describe your strong personnel management and leadership skills.

WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Motor Vehicles.

1. Applicants must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the California state service performing the duties of a Staff Services Manager I.

Or II

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. **and**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

Or III

Two years of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

Or IV

Experience: Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's equal employment opportunity objectives.

SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently with open-mindedness, flexibility, and tact.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

Interested applicants must submit items 1 AND 2 below by the final filing date (Applicants who fail to submit both items will be disqualified from the examination):

1. A completed Standard State Application (STD. 678), which should include all job titles, employment dates, and experience.

2. A Statement of Qualifications

The Statement of Qualifications:

- Is a narrative discussion of how your education, training, experience, knowledge and skills meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position.
- Is your written presentation to the examination panel.
- Must give specific examples in your Statement of Qualifications.
- Serves as documentation of your ability to present information clearly and concisely in writing.
- Must be typed.
- Must be no more than two pages in length, with font no smaller than 10 point.

Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.

Resumes do not take the place of the Statement of Qualifications.

Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for SEA examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application.**

The Standard State Application and Statement of Qualifications must be **submitted** by the final filing date:

By mail to:
Department of Motor Vehicles
Selection and Certification Unit, Attn: Alice Schneider
Staff Services Manager II - Position # 009-4801-004
P.O. Box 932315, MS G-208
Sacramento, CA 94232-3150

OR

In person to:
Department of Motor Vehicles
Human Resources Branch
2570 – 24th Street
1st Floor Lobby – Examination Drop Box
Sacramento, CA 95818

FILING INSTRUCTIONS CONTINUED

Standard State Applications (STD. 678) and Statement of Qualifications must be received by the final filing date. You may fax a copy of your Standard State Application (STD. 678) and Statement of Qualifications to ensure receipt by the final filing date to the Selection and Certification Unit, Alice Schneider at (916) 657-5848. Faxed copies must be followed up by the originals **postmarked no later than the final filing date** to the address indicated on the previous page.

Standard State Applications (STD. 678) and Statement of Qualifications delivered in person must be placed in the **Examination Drop Box by 5:00 p.m. on the final filing date.** Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application. You will be contacted to make specific arrangements.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a Standard State Application and a Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Paul Stangis, Chief at (916) 657-7810. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst, at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

To be successful in the examination, you must obtain a final score of 70%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.